Banner Translation Services
Translation Request Process

Any translation request will take a minimum of 48 to 72 hours.

Translation of documents.

➢ All translations must be done by the Medical Translation Consultant, or Banner authorized vendors. According to Banner Qualified Interpreters policy #1195:
   a. Translation software available via the intranet or other electronic devices should not be used for document translation.
   b. Medical Interpreters, Language Assistants, and Bilingual Employees may not translate any hospital documents or any other documents for patients, families, health care team, or hospital staff.
   c. Medical Interpreters, Language Assistants, and Bilingual Employees may not use the sight translation mode of interpretation for hospital staff, a medical professional and patients, or for complex clinical documents.

➢ There is only one person doing the translations in house. We try to do as many translations in house as possible to avoid extra cost for your Department, depending on the type and length of the project as well as our capacity at any specific moment, projects will be sent out for translation and the cost will be the responsibility of the requesting department.

➢ Any translation request will take a minimum of 48 to 72 hours, please give yourself enough time when you are submitting a file.

➢ Format: We work with Microsoft Office files, including Word, PowerPoint, and Publisher. PDF files delay the process and often times will increase the cost of the translation due to the time spent reformattting them. Scanned documents (copies) will increase the time and cost of the process.

➢ Before requesting translation services please determine what kind of document you have and follow the instructions. If you have any questions please contact the Medical Translation Consultant: marili.crichton@bannerhealth.com

What type of document do you need translated?

1. Patient Education
2. Documents that can be submitted without review
3. Special Projects
4. Forms and Informed Consents
5. Medical Records for translation into English
1. Patient Education

- Any material that contains information or instructions which are pertinent to the patient’s health, healthcare or follow up care, e.g. Pre-op and post-op patient instructions, etc.
- Patient education documents that will be uploaded into Krames or Cerner.
- **Discharge Forms.** Please have them reviewed first by the Patient Education Group (instructions below) and then submit the files through the Request Center to the System Forms and Hierarchy Team (contact Julie Starr, System Forms Specialist, Julie.Starr@bannerhealth.com if you have any questions) for approval and translation.

1.1. Patient Education Documents should be submitted to the Patient Education Request Center for review first by the Patient Education Group. Requests should state that translation is required after the review.

1.2. Once the document is revised and approved in English by the Patient Education Group, it will be translated and returned to the requestor for final approval before the translation.

You can email questions about the review and approval process to Theresa Lindahl, RN, Director of Patient Education Theresa.Lindahl@bannerhealth.com.

*Note:* The total cost and time will be determined on a case by case basis. When necessary, the requestor will be asked to approve the cost of the translation and provide their Cost Center information before proceeding. **Once the project is finished you will receive a copy of the invoice for the project and it will be your department’s responsibility to process payment directly from your Cost Center**

2. Documents that can be submitted without review

- Patient Relations documents
- Marketing materials
- Brochures (promotional)
- Letter addressed to a specific patient regarding hospital issues, insurance coverage, etc.
- Transplant patient letters
- Reports from the NICU
- Signs, hospital signs, small signs by the nurses, etc.
- Unit Information Brochures (general information such as hours of operation, etc.)

2.1. **At this moment we don’t provide translation of discharge instructions for individual patients. If your department needs discharge instructions for a specific patient translated, they can be sent to our outside vendor with a charge to your department’s Cost Center. Remember that any translation needs a minimum of 48 to 72 hours to be done after approval of the quote.**
Once the project is finished you will receive a copy of the invoice for the project and it will be your department’s responsibility to process payment directly from your Cost Center

2.2. Please send an email with your request to Medical Translation Consultant, Marili Crichton at marili.crichton@bannerhealth.com. Each document will be reviewed and addressed on a case by case basis to determine cost and time of completion.
3. **SPECIAL PROJECTS**
For special projects requests, please contact the Medical Translation Consultant.
- Each project will be evaluated on a case by case basis.
- The total cost and time for Special Projects will be determined on a case by case basis.
- The requestor will be asked to approve the cost of the translation before proceeding and to provide their Cost Center information.
- Rush delivery will add a 25% to the total cost of the translation. Time of completion on rush projects will depend on the length of the project.

*Once the project is finished you will receive a copy of the invoice for the project and it will be your department’s responsibility to process payment directly from your Cost Center.*

4. **FORMS AND INFORMED CONSENTS**
A form is any document that:
- Has a barcode assigned and printed in the document. They usually have a number and a name under the barcode.
- Needs to have the signature of the Patient, the Doctor and/or the Nurse.
- Has patient information, provided by the patient, that is part of the patient’s EMR and will be scanned into CERNER.
- Any Consent Form

4.1. Forms need to be submitted through the **EHR Request Center** or contact Julie Starr Julie.Starr@bannerhealth.com System Forms Specialist if you have any questions; to be presented to the System Forms and Hierarchy Team for review and approval.

4.2. The System Forms and Hierarchy Team will then coordinate the translation process.

5. **MEDICAL RECORDS FOR TRANSLATION INTO ENGLISH**
Medical records in any language that need to be translated into English will be sent to one of our providers for a quote.

The requesting Department will need to approve the quote and provide their Cost Center information to proceed with the translation. The estimated turnaround time will depend on the number of pages. Please allow a minimum of 72 hours for completion. An extra charge of 25% will apply to any rush project.

*Once the project is finished you will receive a copy of the invoice for the project and it will be your department’s responsibility to process payment directly from your Cost Center.*